(c) whether he is aware that a few LPG dealers like Assu Gas Company do not book cylinders on telephone and the consumers have to go to dealers for booking purpose only;

(d) if so, the reasons therefor; and

(e) what action is being taken against such dealers who are harassing consumers?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DINSHA J. PATEL): (a) and (b) No, Sir. Refill supplies of domestic LPG to the registered customers are being made through the LPG distributors appointed by the Public Sector Oil) Marketing Companies (OMCs) as per the genuine requirement of the customers.

(c) and (d) Indian Oil Corporation Limited (IOC) has reported that M/s. Ashu Gas Service accepts booking LPG refills on telephones. The distributorship has 4 telephone lines in the showroom for booking for LPG refills. These numbers are printed on the refill vouchers for easy information of the registered customers.

In order to have a more convenient, easy and effective way to enable the customer to register their complaints for redressal, OMCs *viz.*, IOC, Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have started the services of Toll Free Numbers for complaint registration through call centers *w.e.f.* 02.10.2008. The numbers of the OMCs for LPG are as under:-

IOC	18002333555
BPCL	1800222725
HPCL	18002333777

The scheme has been operationalised from 2nd October, 2008. At present, OMCs have 31 call centres to address complaints in all the regions and the centres have facility to receive complaints in the local language.

(e) Whenever OMCs receive complaints, these are investigated and if the complaint is established, suitable action is taken against the LPG distributor(s) in accordance with the provisions of the Marketing Discipline Guidelines (MDG).

Contractual labour employed by ONGC

778. SHRI PRAVEEN RASHTRAPAL: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether his Ministry is aware about the provision of Contract Labour (Regulation and Abolition) Act, 1970 wherein a condition that "if workers employed on contract are doing the same kind of work as workers otherwise employed by the employer directly, then the wages, holidays, working hours and other conditions of work of the contract labour will be same as workers employed otherwise" has been laid; and

(b) whether his Ministry is aware that as far as the contractual labour which is approximately 11000 in the Oil and Natural Gas Corporation (ONGC) assets all over Gujarat, the above conditions are not fulfilled and the department is violating the provisions of Contract Labour (Regulation and Abolition) Act, 1970?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DINSHA J. PATEL): (a) and (b) Rule 25 (2) (v) (a) and (b) of the Contract Labour (R&A) Central Rules, 1971 notified by the Government of India under the provisions of the Contract Labour (R&A) Act, 1970 stipulate the wage rates and other conditions of service of workers employed on contract basis, provided that in the case of any disagreement with regard to the type of work, the same shall be decided by the Deputy Chief Labour Commissioner (Central). Oil & Natural Gas Corporation Limited (ONGC) has reported that the Deputy Chief Labour Commissioner (Central), Mumbai has examined the claims under the provision of Rule 25(2)(v)(a) & (b) of the Contract Labour (R&A) Central Rules, 1971 and rejected the same and that there is no violation of the said provisions by ONGC. However, the matter is presently *sub-judice* as the orders of the Dy. Chief Labour Commissioner (Central), Mumbai has been challenged by the Gujarat Petroleum Employees' Union in the High Court of Gujarat.

Duties and taxes on petrol

779. SHRI N. K. SINGH: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) the composition of duties and taxes in the price per litre of petrol in four metropolitan cities;

(b) whether there is any proposal to rationalize or reduce the duties and taxes; and

(c) if so, the details in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DINSHA J. PATEL): (a) The share of taxes and duties on the Retail Selling Price of Petrol in four metropolitan cities is given, in the Statement (*See* below).

(b) and (c) Ministry of Finance has informed that at present, there is no proposal under consideration of the Government to rationalize or reduce the duties and taxes.

Statement

The share of taxes and duties on the Retail Selling Price of Petrol in four metropolitan cities

Sl.No.		Delhi	Mumbai	Chennai	Kolkata
1	2	3	4	5	6
1.	Price without Customs Duty, Excise Duty and Sales Tax components	19.76	19.56	19.39	19.96
2.	Custom Duty (Based on 2nd Fortnight of February, 2009)	0.34 (1%)	0.34 (1%)	0.34 (1%)	0.34 (1%)
3.	Excise Duty (levied @ Rs.13.35/litre plus 3% education cess)	13.75 (34%)	13.75 (31%)	13.75 (31%)	13.75 (31%)